101

PCOLS

INTERACTIVE TUTORIAL

Recommended Role: New and Existing Cardholders

How to Redeem a Cardholder Token in AIM

START

TUTORIAL ICON LEGEND:

HOME/BACK: This icon will take you back to the List of Actions or back one action

NEXT: This icon will allow you to continue to the next action

REPLAY: This icon will allow you to replay the action

EMAIL: This icon will take you to the email message

SCROLL: This icon will allow you to scroll down

INFO: This icon will take you to additional information

The button will appear on many screens throughout this tutorial. Click on this button to view additional information.

Click the button to return to the previous screen.

Clicking on an area highlighted by a red box will advance the tutorial to the next step.

Scenario: The A/OPC has initiated the creation of a new cardholder account in AIM and has nominated you as a cardholder.

The following interactive tutorial shows you how to redeem your token and accept the nomination.

Click the Information icon to see FAQs about

FAQs for New and Existing Cardholders

What is a token?
A token is the embedded link that is unique to the Cardholder Nomination email you received. This link can only be used once. It will allow you access to the PCOLS AIM application to complete your Cardholder role acceptance process.

Why do I need to redeem a token in PCOLS if I'm already a Cardholder?
All accounts that exist at the bank must be linked to the PCOLS AIM application. The bank provides data to AIM that includes basic account information, but does not include the users associated with the account. This is because PCOLS is a CAC enabled system and by redeeming the token it allows the AIM application to capture your name, work address, work phone number, and the email associated with your CAC. After this one time process is complete it will allow your A/OPC to manage your account in AIM. As a cardholder you do not have access to PCOLS applications, but this process is key to ensure that you receive future notification emails regarding changes to your account.

My work address is missing or incorrect, how do I fix it?
If your work address is missing or incorrect you will need to update this information in DEERS. On the "Role Acceptance " page there is a link to "Update Address." This link will open a separate window for DEERS. **IMPORTANT: Be sure to complete the process to accept for Cardholder role before leaving this page.** If you close the window before you receive the message that your action was successful, a new token will need to be requested from your A/OPC. Work address, phone number, and email updates in DEERS can be completed after you have accepted your role. This information will update the PCOLS AIM application within 24 hours.

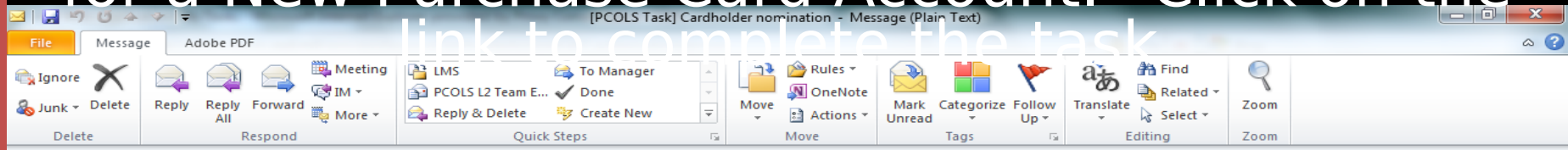
I tried to redeem my token and I received an expired token error, what do I do?
If you are receiving an expired token error message you will need to contact your A/OPC to have them resend you a new token email. If you accidently close out of the "Role Acceptance" screen and try to use the same link you will receive the expired token error message. When redeeming your token, be sure to use your **NON-EMAIL CERTIFICATE** when you are prompted to s certificate. **All tokens will expire after 30 days** if not redeemed.

Cardholder Action

AIM: Accept Cardholder Nomination

Cardholder Action - AM: Accept Cardholder Nomination

You have received a PCOLS Task email stating that "You have been nominated as a Cardholder for a New Purchase Card Account." Click on the link to complete the task.



From: PCOLS noreplv@dmdc.osd.mil
To: cardholder.name@email.mil
Cc:
Subject: [PCOLS Task] Cardholder nomination
Sent: Tue 8/21/2012 8:25 AM

You have been nominated as a Cardholder for a new Purchase Card account by A/OPC Name .

Office Name: 1-4-4B Test
Justification: Training

Comments:
None

You must perform the following steps to accept this nomination:

1. Access PCOLS using the link below.
https://pkidm.dmdc.osd.mil/appj/pcols-web/TokenHandlerAction.do?newSession=true&redeemToken=g7Wrwet3 Wrwet3
2. Authenticate yourself using your Common Access Card (CAC).
3. Review and, if necessary, update your user information. Please ensure that your email address and work address are displayed and correct.
4. Complete the required fields.
5. Click Accept to accept the nomination or click Reject.
Once you have completed this step, you have no further access to PCOLS

After accepting this nomination, the request will be forwarded for further approval. You will be notified when the request has been completed. NOTE: Once you have accepted this nomination, no further action is required on your part.

If the above link does not work, you may accept your nomination by using the following URL: https://pkidm.dmdc.osd.mil/appj/pcols-web/index.jsp. Copy the following token value g7Wrwet3 into the Token text box and click Redeem Token.

If this nomination token is expired, please contact the individual that nominated you as a cardholder.

For account-related inquiries, please contact your designated Agency/Organization Program Coordinator. For PCOLS technical support, including system access, please contact the PCOLS help desk at the below phone numbers or by email at mailto:dlacontactcenter@dla.mil.

- US (CONUS) - Commercial (toll-free): 1-800-376-7783
- OCONUS - DSN: 661-7307
- Direct dial: 269-961-7307

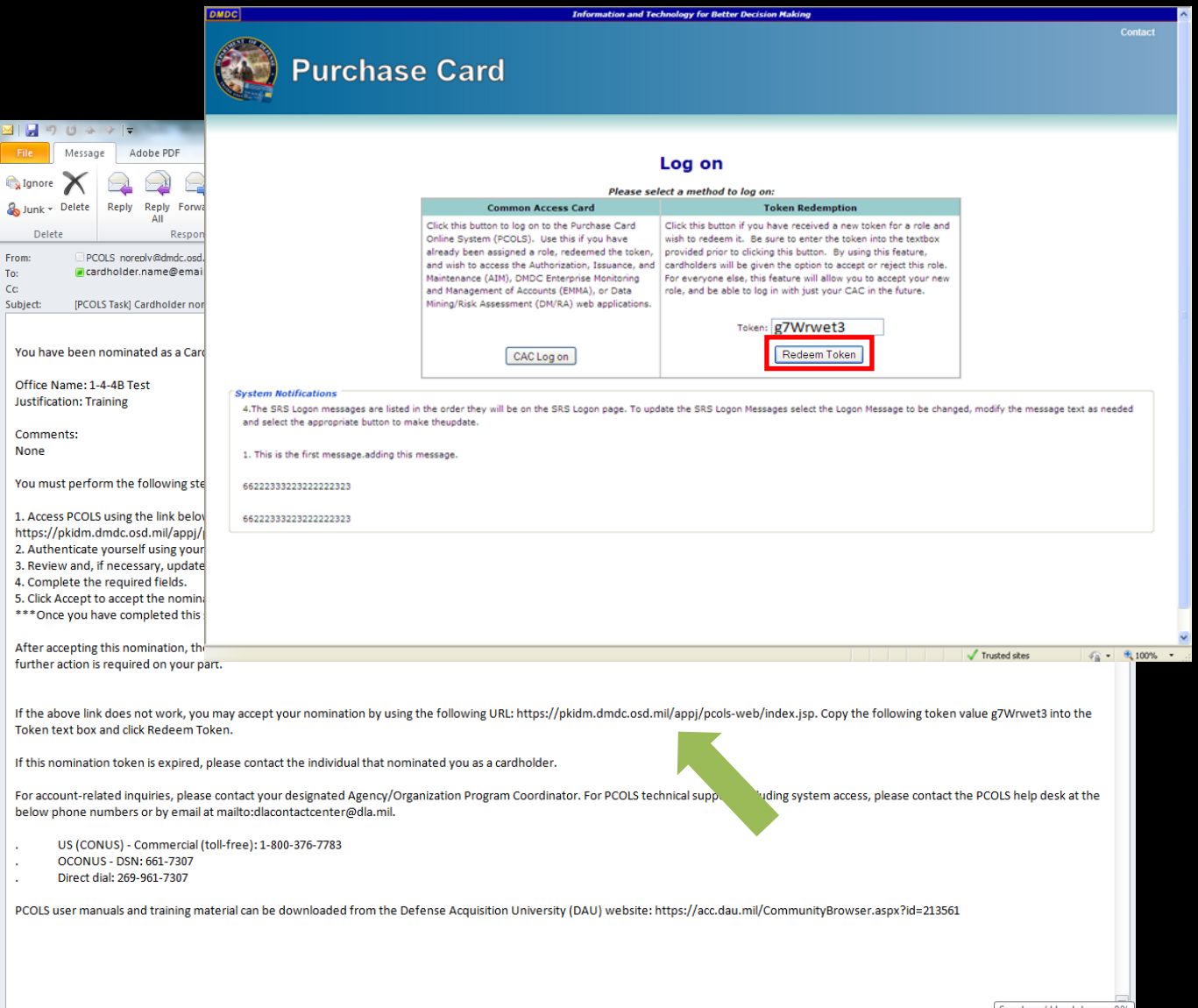
PCOLS user manuals and training material can be downloaded from the Defense Acquisition University (DAU) website: https://acc.dau.mil/CommunityBrowser.aspx?id=213561

You will be prompted to select your certificate. Use your non-email certificate. If you receive an expired token message, contact the individual that nominated you to have a new token sent.

Click the Information icon to learn about an additional token

Speakers / Headphones: 0%

How to manually enter your token value


DMDC
Information and Technology for Better Decision Making
Contact
Purchase Card
Log on
Please select a method to log on:
Common Access Card
Token Redemption
Click this button to log on to the Purchase Card Online System (PCOLS). Use this if you have already been assigned a role, redeemed the token, and wish to access the Authorization, Issuance, and Maintenance (AIM), DMDC Enterprise Monitoring and Management of Accounts (EMMA), or Data Mining/Risk Assessment (DM/RA) web applications.
Click this button if you have received a new token for a role and wish to redeem it. Be sure to enter the token into the textbox provided prior to clicking this button. By using this feature, cardholders will be given the option to accept or reject this role. For everyone else, this feature will allow you to accept your new role, and be able to log in with just your CAC in the future.
CAC Log on
Token: g7Wrwet3
Redeem Token
System Notifications
4.The SRS Logon messages are listed in the order they will be on the SRS Logon page. To update the SRS Logon Messages select the Logon Message to be changed, modify the message text as needed and select the appropriate button to make theupdate.
1. This is the first message.adding this message.
66222333223222222323
66222333223222222323
Trusted sites
100%
File
Message
Adobe PDF
Ignore
Junk
Delete
Reply
Reply All
Delete
From:
To:
Cc:
Subject:
[PCOLS Task] Cardholder nor
You have been nominated as a Card
Office Name: 1-4-4B Test
Justification: Training
Comments:
None
You must perform the following ste
1. Access PCOLS using the link belo
https://pkidm.dmdc.osd.mil/appj/
2. Authenticate yourself using your
3. Review and, if necessary, update
4. Complete the required fields.
5. Click Accept to accept the nomin
***Once you have completed this
After accepting this nomination, th
further action is required on your part.
If the above link does not work, you may accept your nomination by using the following URL: https://pkidm.dmdc.osd.mil/appj/pcols-web/index.jsp. Copy the following token value g7Wrwet3 into the Token text box and click Redeem Token.
If this nomination token is expired, please contact the individual that nominated you as a cardholder.
For account-related inquiries, please contact your designated Agency/Organization Program Coordinator. For PCOLS technical supp
uding system access, please contact the PCOLS help desk at the below phone numbers or by email at mailto:dlacontactcenter@dla.mil.
. US (CONUS) - Commercial (toll-free): 1-800-376-7783
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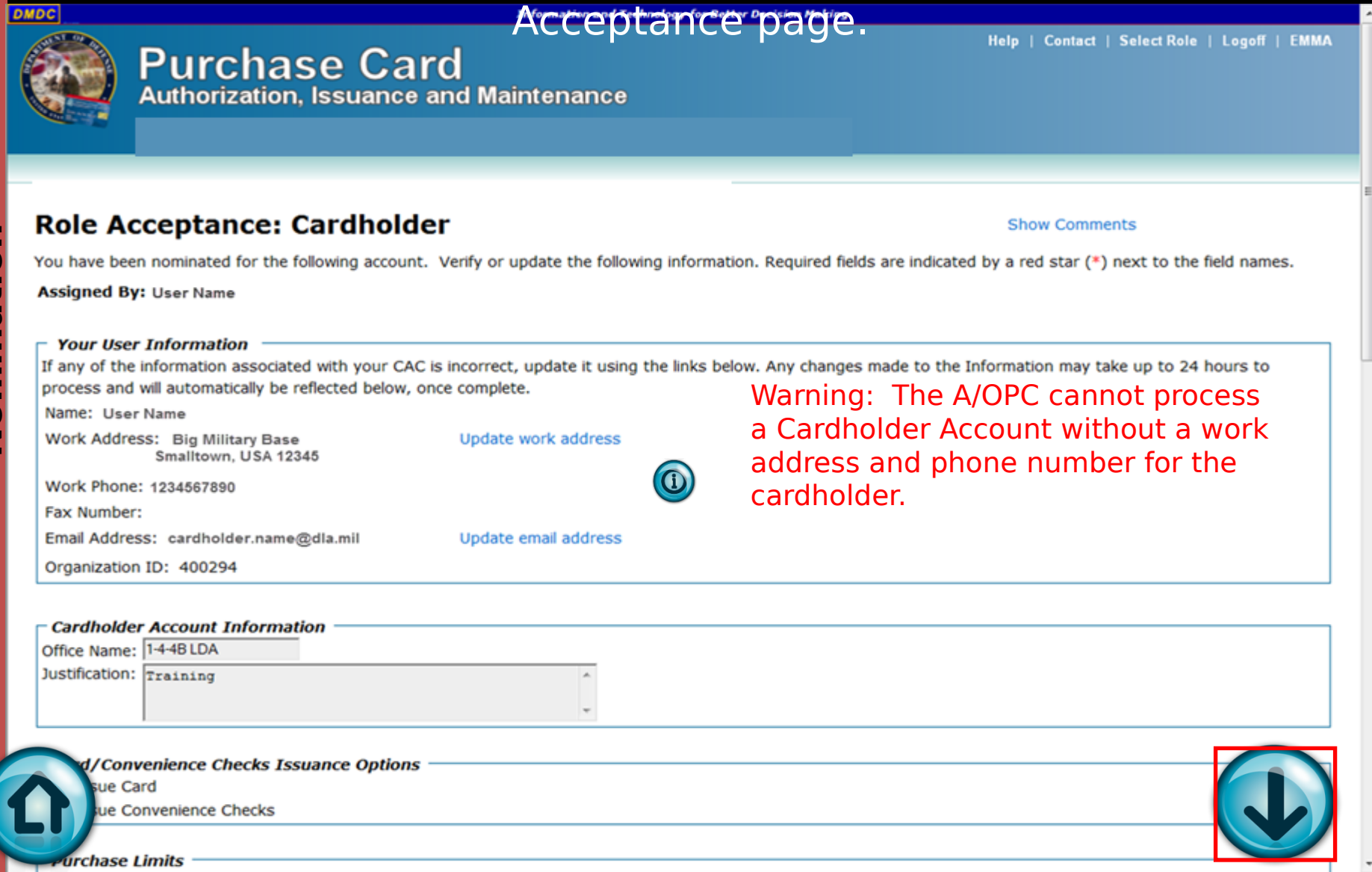
. Direct dial: 269-961-7307
PCOLS user manuals and training material can be downloaded from the Defense Acquisition University (DAU) website: https://acc.dau.mil/CommunityBrowser.aspx?id=213561
Speakers / Headphones: 0%

If the first link does not work, you have the option to use the second link provided in the token email. Copy your token value into the “Token” text box. Click the “Redeem Token” button to redeem your token and accept your role as Cardho

You are at the “Role Acceptance” screen. Verify that your user information is correct. You can change this information if it is missing or incorrect by clicking the blue ”Update” links. Click the arrow to simulate scrolling down to the new section of the Role Acceptance page.


DMDC
Purchase Card
Authorization, Issuance and Maintenance
Help | Contact | Select Role | Logoff | EMMA
Role Acceptance: Cardholder
Show Comments
You have been nominated for the following account. Verify or update the following information. Required fields are indicated by a red star (*) next to the field names.
Assigned By: User Name
Your User Information
If any of the information associated with your CAC is incorrect, update it using the links below. Any changes made to the Information may take up to 24 hours to process and will automatically be reflected below, once complete.
Name: User Name
Work Address: Big Military Base
Smalltown, USA 12345
Update work address
Work Phone: 1234567890
Fax Number:
Email Address: cardholder.name@dla.mil
Update email address
Organization ID: 400294
Warning: The A/OPC cannot process a Cardholder Account without a work address and phone number for the cardholder.
Cardholder Account Information
Office Name: 1-4-4B LDA
Justification: Training
d/Convenience Checks Issuance Options
sue Card
ue Convenience Checks
Purchase Limits

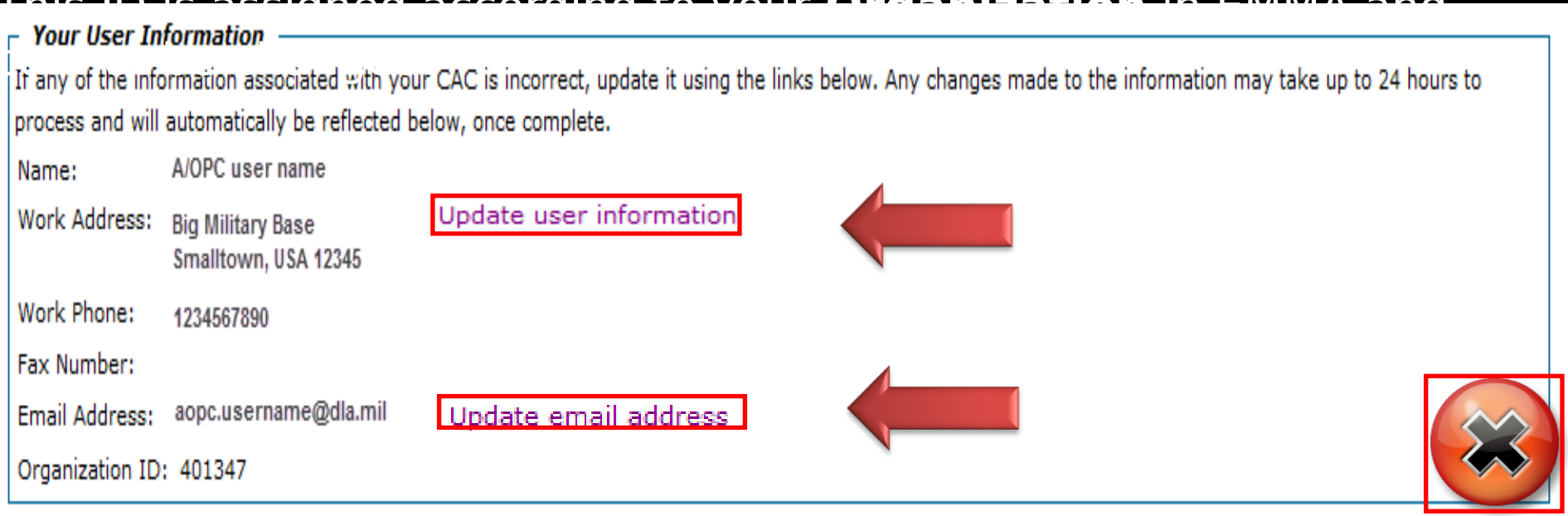
Verify your **User Information**.

If you need to add or update your work address and phone number information, click the “Update” link next to the corresponding field and you will be directed to milConnect to make the update.

NOTE: If you are both a sponsor and a dependent, you must be logged in as the sponsor to make the updates.

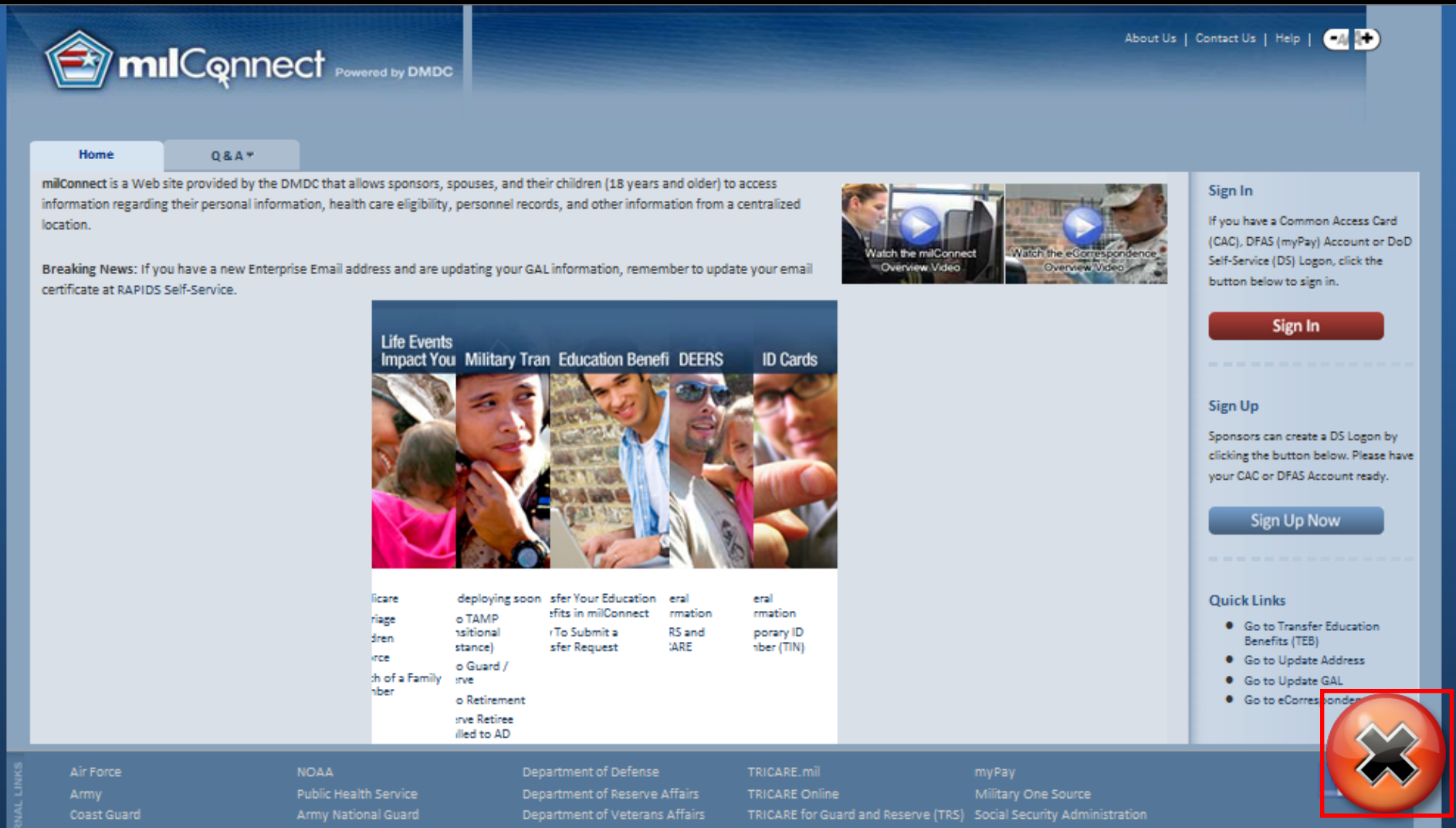
If you need to add or update your email address, click the “Update” link next to the corresponding field and you will be directed to RAPIDS Self Service to update.

The **User Information** text box also displays your **Organization ID**. This ID is assigned according to your **Organization** in EMMA and


Your User Information
If any of the information associated with your CAC is incorrect, update it using the links below. Any changes made to the information may take up to 24 hours to process and will automatically be reflected below, once complete.
Name: A/OPC user name
Work Address: Big Military Base Smalltown, USA 12345
Update user information
Work Phone: 1234567890
Fax Number:
Email Address: aopc.username@dla.mil
Update email address
Organization ID: 401347

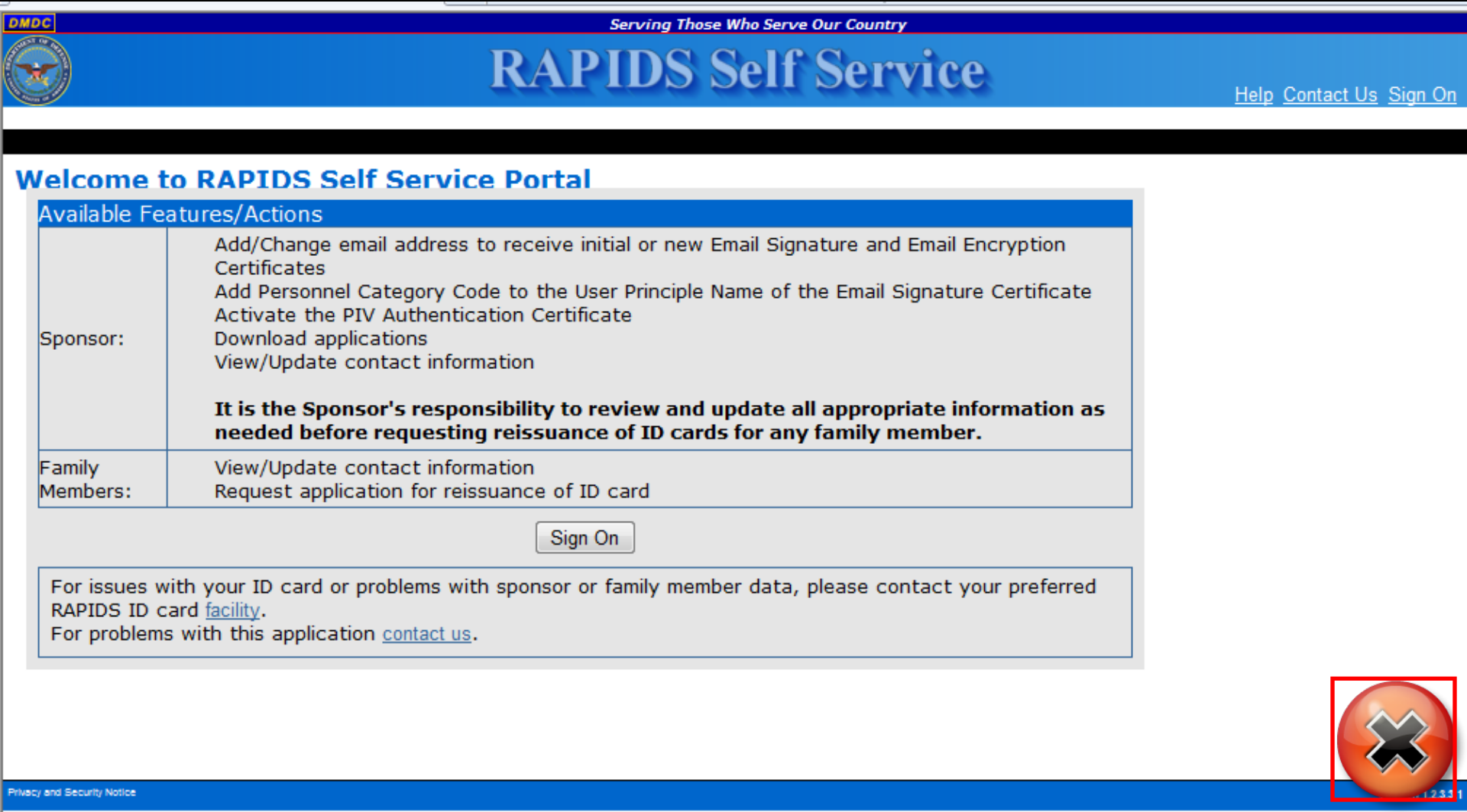
milConnect

http://www.dmdc.osd.mil/milconnect


milConnect
Powered by DMDC
About Us | Contact Us | Help |
Home
Q & A
milConnect is a Web site provided by the DMDC that allows sponsors, spouses, and their children (18 years and older) to access information regarding their personal information, health care eligibility, personnel records, and other information from a centralized location.
Breaking News: If you have a new Enterprise Email address and are updating your GAL information, remember to update your email certificate at RAPIDS Self-Service.
Watch the milConnect Overview Video
Watch the eCorrespondence Overview Video
Life Events Impact You
Military Tran
Education Benefi
DEERS
ID Cards
Sign In
If you have a Common Access Card (CAC), DFAS (myPay) Account or DoD Self-Service (DS) Logon, click the button below to sign in.
Sign In
Sign Up
Sponsors can create a DS Logon by clicking the button below. Please have your CAC or DFAS Account ready.
Sign Up Now
Quick Links
Go to Transfer Education Benefits (TEB)
Go to Update Address
Go to Update GAL
Air Force
Army
Coast Guard
NOAA
Public Health Service
Army National Guard
Department of Defense
Department of Reserve Affairs
Department of Veterans Affairs
TRICARE.mil
TRICARE Online
TRICARE for Guard and Reserve (TRS)
myPay
Military One Source
Social Security Administration

RAPIDS Self Service

http://www.dmdc.osd.mil/self_service/


DMDC
Serving Those Who Serve Our Country
RAPIDS Self Service
Help Contact Us Sign On
Welcome to RAPIDS Self Service Portal
Available Features/Actions
Sponsor:
Add/Change email address to receive initial or new Email Signature and Email Encryption Certificates
Add Personnel Category Code to the User Principle Name of the Email Signature Certificate
Activate the PIV Authentication Certificate
Download applications
View/Update contact information
It is the Sponsor's responsibility to review and update all appropriate information as needed before requesting reissuance of ID cards for any family member.
Family Members:
View/Update contact information
Request application for reissuance of ID card
Sign On
For issues with your ID card or problems with sponsor or family member data, please contact your preferred RAPIDS ID card facility.
For problems with this application contact us.
Privacy and Security Notice

Cardholder Action: AIM: Accept Cardholder Nomination

Cardholders must complete the required training before a new account can be established. You can refer any questions regarding training to the assigned A/OPC. For this tutorial, check the box to confirm that all required training has been completed.

Purchase Limits

These are the limits proposed by the Approving/Billing Official.

Credit Limit:	15,000	Cycle Purchase Limit:	15,000	Single Purchase Limit:	3,000
Quarterly Purchase Limit:		Annual Purchase Limit:			

Merchant Category Codes

The following merchant categories have been requested for this account; they determine the vendors where items/services will be purchasable.

A : Airlines, Airports
B : Vehicle Rental, Dealers
C : Hotel, Motel
D : Misc. Transportation
E : Telephone, Cable
F : Tele. Travel Services
G : Mail Order, Phone Order
H : Food/Daily/Drug/Liquor Stores
I : Caterers, Restaurants, Bars
J : Discount/Dept. Stores, Duty Free Stores
K : Misc. & Specialty Retail Stores
L : Contractors
M : Camps, Recreational disabled
N : Misc. Personal Services
O : Misc. Business Services
P : Medical Services
Q : Schools, Educational Services and Day Care
R : Membership/Social/Charitable Organizations
S : Fuel
U : Government to Government
V : Money - Financial Institutions
W : Money Orders/Traveler's Checks

Merchant Category Code (MCC) Groups can be added as "Included". Included MCC Groups represent collections of MCCs within which the cardholder may purchase items/services.

Included MCC Groups (w/ Template Name)

JKLOU -- (0019, 0019A)

You are not required to enter your training date at this time. The A/OPC can enter this information prior to submitting the account request to the bank.

Acknowledgement of Required Training

☐ * I understand that I must complete all training required for Cardholder Account setup and forward a copy of the training certificate(s) to the Purchase Card Agency/Organization Program Coordinator. Further, I understand that this request will be held in pending status by the Purchase Card Agency/Organization Program Coordinator until my training certificates are received. (Click **here** for more information.)

ou have completed the DAU training, enter the date here: *(YYYYMMDD eg: 20010131)*

The Acknowledgement of Required Training has been checked. Click the arrow to simulate scrolling down to the next section of the role Acceptance page.".

Cardholder Action: AIM: Accept Cardholder Nomination

Purchase Limits

These are the limits proposed by the Approving/Billing Official.

Credit Limit:	15,000	Cycle Purchase Limit:	15,000	Single Purchase Limit:	3,000
Quarterly Purchase Limit:		Annual Purchase Limit:			

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E : Telephone, Cable
F : Tele. Travel Services
G : Mail Order, Phone Order
H : Food/Daily/Drug/Liquor Stores
I : Caterers, Restaurants, Bars
J : Discount/Dept. Stores, Duty Free Stores
K : Misc. & Specialty Retail Stores
L : Contractors
M : Camps, Recreational disabled
N : Misc. Personal Services
O : Misc. Business Services
P : Medical Services
Q : Schools, Educational Services and Day Care
R : Membership/Social/Charitable Organizations
S : Fuel
U : Government to Government
V : Money - Financial Institutions
W : Money Orders/Traveler's Checks

Contact your A/OPC if you have questions regarding the information that has been entered in this form.

Merchant Category Code (MCC) Groups can be added as "Included". Included MCC Groups represent collections of MCCs within which the cardholder may purchase items/services.

Included MCC Groups (w/ Template Name)

JKLOU -- (0019, 0019A)

Acknowledgement of Required Training

☑ * I understand that I must complete all training required for Cardholder Account setup and forward a copy of the training certificate(s) to the Purchase Card Agency/Organization Program Coordinator. Further, I understand that this request will be held in pending status by the Purchase Card Agency/Organization Program Coordinator until my training certificates are received. (Click **here** for more information.)

If you have completed the DAU training, enter the date here: 20111015 *(YYYYMMDD eg: 20010131)*

By clicking the box to “Accept,” you are acknowledging responsibility for fulfilling all cardholder duties and responsibilities. Click the box.

Cardholder Action: AIM: Accept Cardholder Nomination

I : Caterers, Restaurants, Bars
J : Discount/Dept. Stores, Duty Free Stores
K : Misc. & Specialty Retail Stores
U : Government to Government
V : Money - Financial Institutions
W : Money Orders/Traveler's Checks

Merchant Category Code (MCC) Groups can be added as "Included". Included MCC Groups represent collections of MCCs within which the cardholder may purchase items/services.

Included MCC Groups (w/ Template Name)

JKLOU -- (0019, 0019A)

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If you have completed the DAU training, enter the date here: 20111015 *(YYYYMMDD eg: 20010131)*

Rejection Feedback

If you are rejecting this request, provide a reason for rejection and click Reject. If rejected, any changes that you made will not be saved.

Reason Code:

Comments

If you have any comments regarding this request, add them here. Your comments will display in the Comment Log while this request is in workflow.

Comments:

By clicking Accept, I acknowledge that I am responsible for fulfilling all cardholder duties and responsibilities described in DoD, Service/Agency and Installation required training, including pecuniary liability for all transactions I make and approve in the bank's Electronic Access System.

ing Reject indicates that there are issues with this request that must be detailed in the Rejection Feedback section above. Rejections will be returned Approving/Billing Official so that issues can be worked offline and appropriately updated in the request.

Accept Reject

Click the “Accept” button.

I : Caterers, Restaurants, Bars
J : Discount/Dept. Stores, Duty Free Stores
K : Misc. & Specialty Retail Stores
U : Government to Government
V : Money - Financial Institutions
W : Money Orders/Traveler's Checks

Merchant Category Code (MCC) Groups can be added as "Included". Included MCC Groups represent collections of MCCs within which the cardholder may purchase items/services.

Included MCC Groups (w/ Template Name)

JKLOU -- (0019, 0019A)

The option to “Reject” the nomination is available if you have been nominated by mistake or if the information provided is incorrect. Be sure to select a reason code and include comments as necessary.

Acknowledgement of Required Training

* I understand that I must complete all training required for Cardholder Account setup and forward a copy of the training certificate(s) to the Purchase Card Agency/Organization Program Coordinator. Further, I understand that this request will be held in pending status by the Purchase Card Agency/Organization Program Coordinator until my training certificates are received. (Click **here** for more information.)

If you have completed the DAU training, enter the date here: 20111015 *(YYYYMMDD eg: 20010131)*

Rejection Feedback

If you are rejecting this request, provide a reason for rejection and click Reject. If rejected, any changes that you made will not be saved.

Reason Code:

Comments

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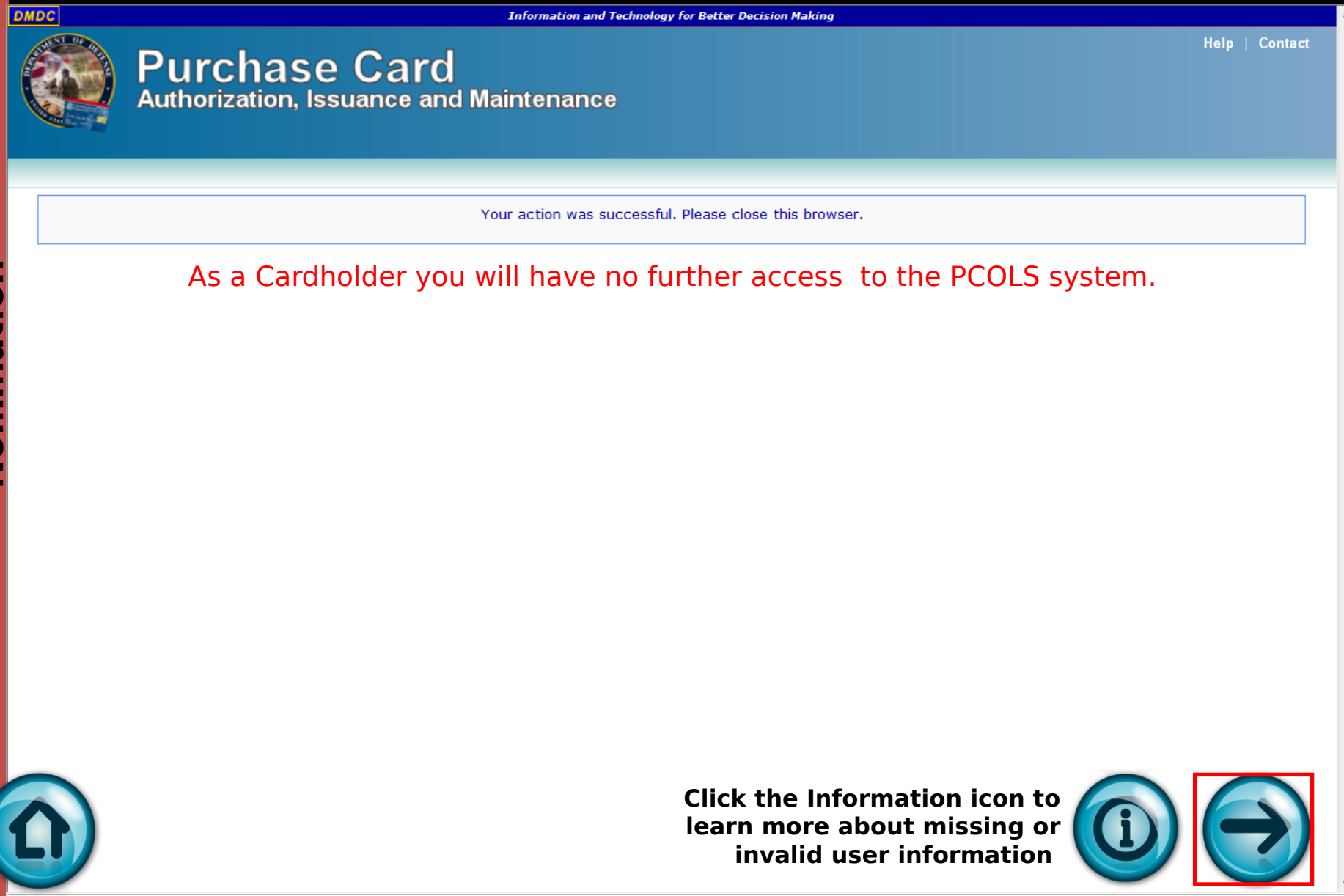
Comments:

By clicking Accept, I acknowledge that I am responsible for fulfilling all cardholder duties and responsibilities described in DoD, Service/Agency and Installation required training, including pecuniary liability for all transactions I make and approve in the bank's Electronic Access System. Clicking Reject indicates that there are issues with this request that must be detailed in the Rejection Feedback section above. Rejections will be returned to the Approving/Billing Official so that issues can be worked offline and appropriately updated in the request.

Accept Reject

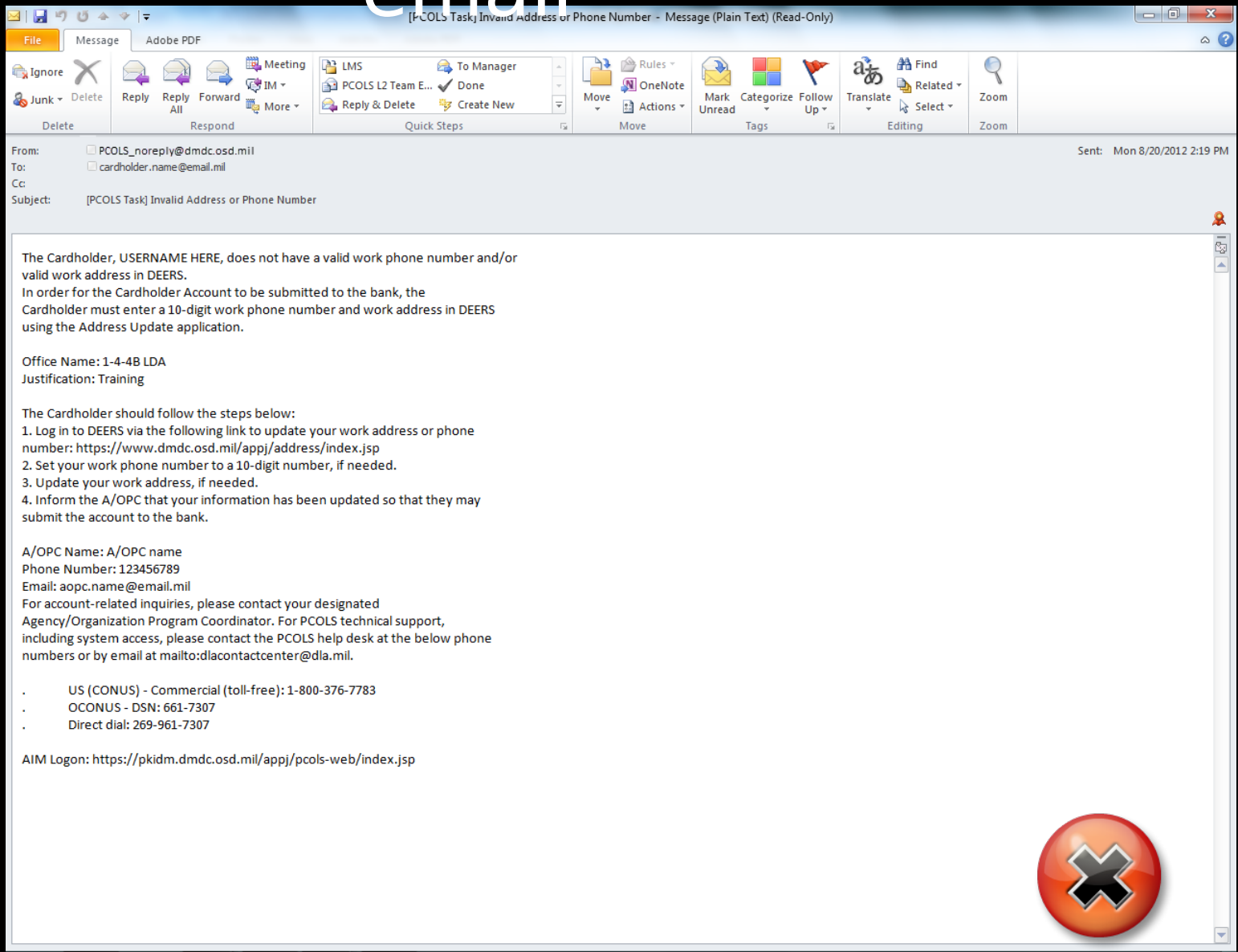
The action was successful. You have completed the task of accepting your nomination for the role of Cardholder and can close the browser. Click the arrow to continue the tutorial.


DMDC
Information and Technology for Better Decision Making
Help | Contact
Purchase Card
Authorization, Issuance and Maintenance
Your action was successful. Please close this browser.
As a Cardholder you will have no further access to the PCOLS system.

Click the Information icon to learn more about missing or invalid user information

Invalid Address or Phone Number Task email

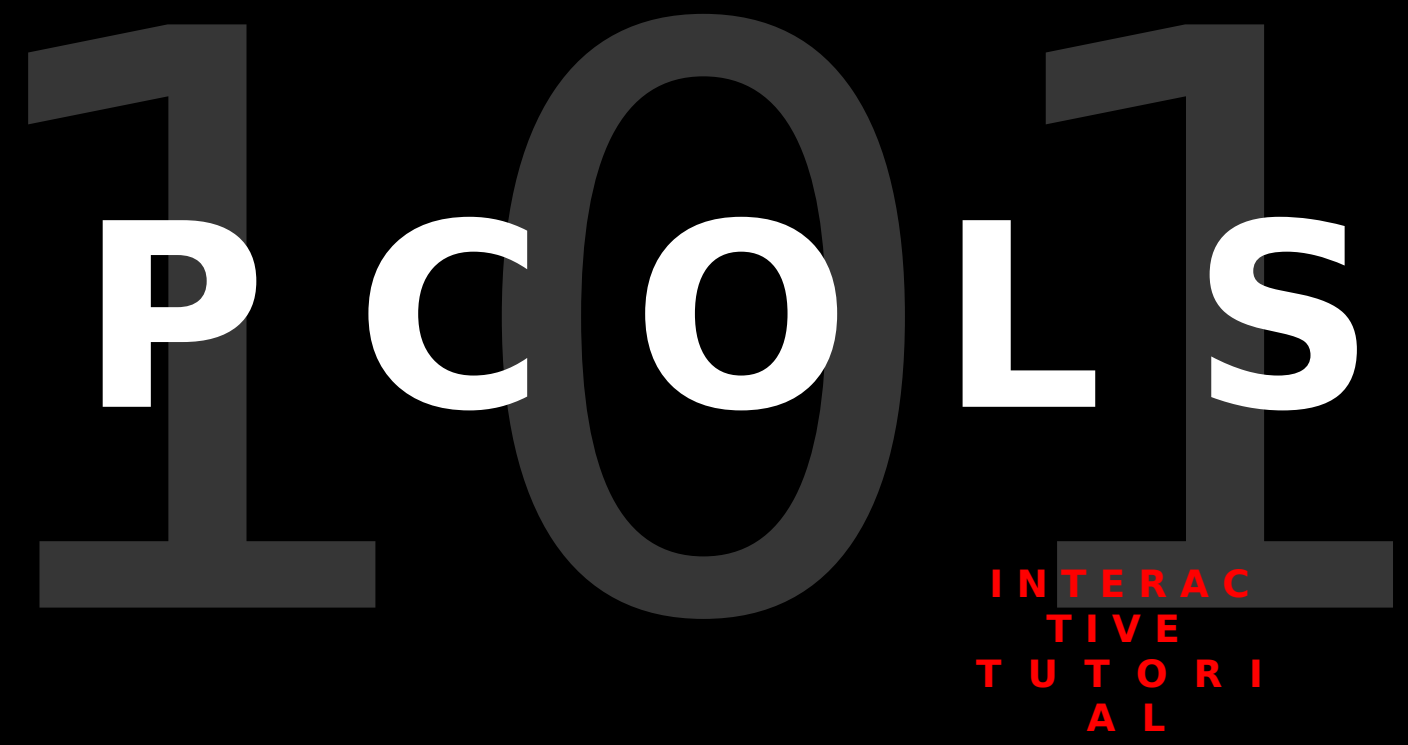
If you have a missing/invalid work address or phone number you will receive this email notification after the role acceptance process is complete.


[PCOLS Task] Invalid Address or Phone Number - Message (Plain Text) (Read-Only)
File
Message
Adobe PDF
Ignore
Junk
Delete
Reply
Reply All
Forward
Meeting
IM
More
Delete
Respond
LMS
PCOLS L2 Team E...
Reply & Delete
To Manager
Done
Create New
Quick Steps
Move
Rules
OneNote
Actions
Move
Mark Unread
Categorize
Follow Up
Tags
Translate
Find
Related
Select
Editing
Zoom
Zoom
From: PCOLS_noreply@dmdc.osd.mil
To: cardholder.name@email.mil
Cc:
Subject: [PCOLS Task] Invalid Address or Phone Number
Sent: Mon 8/20/2012 2:19 PM
The Cardholder, USERNAME HERE, does not have a valid work phone number and/or valid work address in DEERS.
In order for the Cardholder Account to be submitted to the bank, the Cardholder must enter a 10-digit work phone number and work address in DEERS using the Address Update application.
Office Name: 1-4-4B LDA
Justification: Training
The Cardholder should follow the steps below:
1. Log in to DEERS via the following link to update your work address or phone number: https://www.dmdc.osd.mil/appj/address/index.jsp
2. Set your work phone number to a 10-digit number, if needed.
3. Update your work address, if needed.
4. Inform the A/OPC that your information has been updated so that they may submit the account to the bank.
A/OPC Name: A/OPC name
Phone Number: 123456789
Email: aopc.name@email.mil
For account-related inquiries, please contact your designated Agency/Organization Program Coordinator. For PCOLS technical support, including system access, please contact the PCOLS help desk at the below phone numbers or by email at mailto:dlacontactcenter@dla.mil.
. US (CONUS) - Commercial (toll-free): 1-800-376-7783
. OCONUS - DSN: 661-7307
. Direct dial: 269-961-7307
AIM Logon: https://pkidm.dmdc.osd.mil/appj/pcols-web/index.jsp

Cardholder Action Complete

This concludes the PCOLS 101 Interactive Tutorial:

How Redeem a Cardholder Token in AIM



To learn how a new Cardholder Account is created in AIM, view the PCOLS 101 Interactive Tutorial: **How to Create a Cardholder Account in AIM**

To exit tutorial press ESC on your keyboard